

APPENDIX M

Contract Operator's Emergency Response Plan

GreenTeam/Zanker of Sunnyvale



Emergency Action Plan

Revised September 2002

GREEN TEAM/ZANKER EMERGENCY ACTION PLAN

PURPOSE

The purpose of this Emergency Action Plan is to ensure the safe and orderly conduct of all employees, clients and visitors at GreenTeam/Zanker in the event of an emergency. This plan will identify guidelines for employees to follow in the event of foreseeable emergencies. An emergency is any occurrence that poses a reasonable threat to health and safety.

Under this plan, our employees are informed of the plan's purpose, emergency escape procedures and route assignments, procedures to follow by employees or team members who remain to control critical operations before they evacuate, procedures to account for all employees after an evacuation, specific emergencies, and the alarm system.

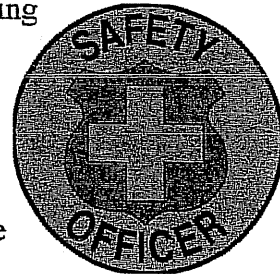
TRAINING

Each employee is presented with a copy of the GreenTeam/Zanker Emergency Action Guide that summarizes the major steps they should follow during an emergency. They receive training specific to this plan when it is first implemented and subsequently to new hires during their orientation.

PLAN ADMINISTRATOR RESPONSIBILITIES

Everett McLean, EH&S Manager, is responsible for the following activities. He will:

1. Develop a written emergency action plan for regular and after hours work conditions.
2. Immediately notify the local fire or police departments in the event of an emergency affecting the office.
3. Integrate the emergency action plan with the existing general emergency plan covering the building.
4. Distribute procedures for reporting a fire, bomb threat, or other emergency, the location of fire exits, and evacuation routes to each Employee or Supervisor.
5. Conduct drills to acquaint the Employees or Team Members with emergency procedures and to judge the effectiveness of each plan. Annual fire drills are required. The drill procedure and accompanying documents are described in Appendix C.



6. Train designated Employees or Team Members in the use of fire extinguishers and the application of medical first aid techniques.
7. Keep key management personnel home telephone numbers in a safe place in the office for immediate use in the event of an emergency. Distribute a copy of the list to key persons to be retained in their homes for use in communicating an emergency occurring during non-work hours. See appendix A.
8. Decide to remain in or evacuate the workplace in the event of an emergency.

REPORTING EMERGENCIES

Report fire or other emergency immediately, first to your supervisor, then to the EH&S Manager. If neither is immediately available, report to:

Fire Department: 911 or (408) 736-6244
Medical Assistance: 911
Police: 911

Be prepared to provide the responder with the employer's name, location and the nature of the emergency.

COMMUNICATION

1. The SMaRT Station is equipped with automatic fire suppression systems. An alarm will sound and the Fire Department will be notified if any of the following occur:

Sprinkler system is activated
Fire Hoses are activated
Office smoke detectors are activated
Manual pull stations are used

2. Other types of incidents may require that an individual initiate emergency procedures. There are three means of communication that will be used to notify employees of an emergency.

Nextel/Cell phones
Two-way radios
Facility emergency phones

FIRE, EVACUATION, AND OTHER EMERGENCY PROCEDURES

Our emergency escape procedures and assignments are designed to respond to many potential emergencies, including:

- Earthquake
- Fire
- Flood
- Hazardous Materials Incident
- Civil disorder
- Workplace violence

Floor plans and maps are available and posted at all times to provide guidance in an emergency.

As a matter of general practice, normal means of egress (aisle ways and exit doors) shall be kept clear at all times. Stairways and exit doors are the primary means for evacuation, with emergency exit ladders used as a secondary means if the primary means are blocked.

No Employee or Team Member is permitted to re-enter the building until advised by the EH&S Manager (after determination has been made that such re-entry is safe).

Appendix B contains a list of assembly areas along with a map of the evacuation routes and assembly areas (an assembly area is a meeting area designated in a location deemed safe for each group of Employees or Team Member).

No employees are required to remain behind during evacuation to care for critical facility operations.

Supervisors are assigned to all sections of the building. Before leaving, these Supervisors check rooms and other enclosed spaces in the workplace for Employees or Team Members who may be trapped or otherwise unable to evacuate the area. The supervisors will assist with the disabled as required and will report to the Safety Compliance Manager that their areas are clear.

EVACUATION PROCEDURES

1. Know the evacuation signal and the evacuation routes for the building and be aware that evacuation instructions will come over the radios.
2. The EH&S Manager will communicate with all supervisors by radio when giving an evacuation order.
3. The Front Desk/Receptionist personnel retrieves the visitors log and accounts for people visiting the facility.

4. Supervisors inform the EH&S Manager when a tour group is in their area and assists the tour guide in evacuating the visitors.
5. Upon hearing the evacuation order, immediately evacuate the building. Do not take time to gather any personal belongings, to go back to your office, to finish phone calls, etc.
6. Shut down only those pieces of equipment/machinery that absolutely must be shut down.
7. Evacuate the building using approved evacuation routes.
8. Assist others who may require help evacuating.
9. Go directly to your designated evacuation area and remain there. Do not leave or go back into the building until directed to do so by the EH&S Manager.
10. Supervisors will account for all their personnel to ensure that everyone has evacuated.
11. Persons operating front-end loaders, forklifts or other motorized vehicles will immediately pull over, shut off the equipment, and proceed to the nearest assembly area. The supervisor in that assembly area will notify the driver's supervisor by radio that the driver is accounted for.
12. The Tipping Floor Supervisor will direct haulers and public members in evacuation to the assembly area.
13. The supervisors inform the EH&S Manager that their area is clear.
14. Report any employees or guests who are not accounted for to the police, fire department, and the EH&S Manager.
15. In the event of an evacuation, vehicle flow into and out of the site will need to be controlled. When notified of an evacuation requiring traffic control the scale house operator, the Office Manager, and buyback personnel will assist in the orderly evacuation of vehicles from the site by initiating a response which includes:



Scalehouse:

- Closing the scale, donning a vest, carrying the emergency evacuation bag and proceeding to the intersection of Borregas and Carribean.
- The operator will position flares and cones at the intersection in such a way to eliminate inbound site traffic.
- Allowing only emergency vehicles to enter the site.

Buyback:

- Direct residents in the buyback to return to their vehicles and remain in them until directed to leave the premises in an orderly manner, avoiding emergency vehicle traffic.
- Position himself between the buyback and the employee lot in order to direct traffic out of the facility when instructed to do so by the Emergency Coordinator or Safety Compliance Manager.

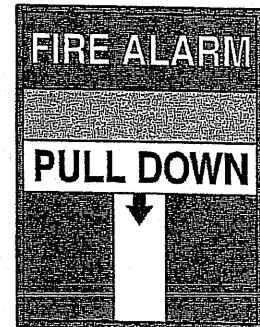
Office Manager:

- Begin notification of waste haulers in order to divert inbound traffic before it reaches the facility.

16. In the event of a major catastrophe, an employee of Green Team/Zanker in coordination with an employee of the City of Sunnyvale SMaRT Station will be assigned to interact with the media. Employees shall not give out any information to the press or public until released to do so.

FIRE AND EXPLOSION

1. Sound the fire alarm by making management or the Supervisor aware of the emergency or pulling one of the fire alarm pull stations in the office or hallway areas.
2. Remove injured to safety.
3. Dial 911 and report:
 - Your name
 - Nature of fire
 - Location of fire
4. Control incipient fires with available fire control equipment, only if properly trained. Employees must not put themselves in danger by attempting to control a fire.
5. Evacuate the building, using designated evacuation routes. Close office doors behind you. Equipment Operators should shut off, leave equipment immediately, and use designated evacuation routes.
6. Report to the assigned evacuation assembly area.
7. Remain in the evacuation assembly area until directed otherwise by the Supervisor or Safety Manager.



OTHER TYPES OF EMERGENCIES

FLOOD/HEAVY RAIN

1. Immediately de-energize equipment if the flood is isolated to your facility due to sprinkler system activation, broken pipes, etc. Cover equipment and product with waterproof sheeting.
2. Monitor conditions and escape routes.
3. Shut off electrical power and utilities if flooding is imminent.
4. Immediately evacuate to higher ground – floodwaters often rise rapidly.
5. Watch for and avoid low-lying areas. Don't drive through flooded areas. If your car stalls, abandon it immediately.
6. Don't attempt to cross-flowing streams.
7. Beware of snakes and other animals.

HAZARDOUS MATERIALS INCIDENT

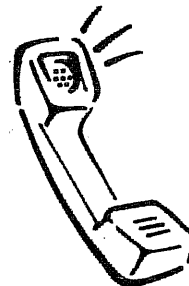
Personnel may be required to use hazardous substances during the normal performance of their duties. This can be done safely with the right training and under strict controls. Employees may also encounter hazardous materials under uncontrolled circumstances such as during material sorting operations. When workers encounter an unknown substance they should assume the substance is hazardous until known otherwise. Look for identification on containers, placards, or Material Data Safety Sheets. Smell is not always a reliable way to identify chemicals, and workers should not inhale fumes from any unknown substance. Never taste an unidentified substance.

1. Should a spill or uncontrolled chemical reaction occur, notify a supervisor and evacuate the immediate area (upwind if possible). If required, shelter-in-place. Remove injured victims or personnel overcome by fumes if it can be accomplished safely.
2. Personnel splashed by a hazardous material should be removed immediately to a safety shower or hose station and flushed with water until the EH&S Manager is notified and emergency medical services arrive. Contaminated clothing should be removed.
3. Isolate the area and deny access to any unauthorized personnel.

4. Eliminate ignition sources if a flammable liquid or explosive gas is involved. Stage fire control equipment at appropriate locations.
5. If safe, mitigate or eliminate the source of the spill (i.e., close valves, cap bottles, patch leaks.) Contain the spill if properly trained and equipped. Do not let material go down a drain, into a waterway, basement, or confined space.
6. The supervisor will notify the Safety Compliance Manager with the following information:
 - The identity of the materials involved if it is possible to obtain this information without re-entering the area.
 - The location of the incident.
 - The amount of material involved.
 - The nature of any injuries resulting from the incident.
7. The EH&S Manager (or other qualified management representative) will decide whether additional evacuations are warranted, if outside assistance is required, instruct personnel in the cleanup of an incidental spill, and make the required notifications to regulatory agencies.
8. Cleanup will only be performed by properly trained, equipped, and certified personnel. Workers should never attempt to control a hazardous materials incident alone.
9. In the event that the Water Plant has an evacuation order due to a chlorine spill, all persons must evacuate the facility and head up the hill towards Raisch. The gate along the hill in back of the maintenance shop may be used as an evacuation route.

BOMB THREATS

1. Write down the **exact** time of the call. Check if the call originated from within the site or from the outside.
2. Record the caller's exact words. Permit the caller to say as much as possible without interruption.
3. Ask the caller:
 - When will it explode?
 - Where is it located?
 - What does it look like?
 - Why was it placed?
 - Who is calling?



Record the answers to these questions.

4. Attempt to transfer the call to the Office Manager.
5. Make other notifications as appropriate (management, security, police, etc.).
6. If you find an object you suspect may be a bomb, evacuate people at least 300 yards from the immediate area and out of line of sight or blast effect and dial 911.
 - Identify/evaluate the object;
 - Do not attempt to touch, move, dismantle, or pour water on any suspicious object;
 - If safe, open doors and windows around the area to reduce blast effect;
 - Isolate (secure) the area from entry;
 - If safe, continue the search for additional bombs.

WORKPLACE VIOLENCE/ CIVIL DISTURBANCE

Response (Type III)

1. Assess the situation (if safe to do so), but do not delay calling 911. In the case of a demonstration, determine the number of protesters, the purpose of the demonstration, and the affiliation of the group(s) involved.
2. If possible:
 - Isolate potential victims.
 - Lock all doors.
 - Close blinds.
 - Take cover.
3. Summon help:
 - Dial 911.
 - Activate panic alarm if available.
 - Pull fire alarm.
4. Warn other Employees or Team Members.
5. Account for Employees or Team Members and guests when able.
6. Do not interact with participants of a disturbance.

SERIOUS INJURY OR ILLNESS

1. Dial, or request someone dial 911 and report:
 - Your name.
 - A description of the illness or injury.
 - Your location.
 - Stay on the line until the dispatcher hangs up.



2. Determine the extent of the injuries.
3. Provide first aid if qualified:
 - Control bleeding.
 - Check breathing.
 - Check circulation.
 - Treat for shock.
4. Remain with the victim:
 - Ensure the victim is not moved (unless to protect from further hazard).
 - Obtain as much information about the victim's condition, history, and needs as required.
5. Keep those not involved in the emergency away from the area.
6. Send persons to meet the fire department, paramedics, or ambulance at the driveway and front door of the building to escort them to the victim.
7. The following persons are designated and trained first aid providers: Darin Evans, Valentina Brunley, Teresa Munoz, Miguel Ruiz, Thomas Mendoza, Samuel Gutierrez, and Felipe Dorantes.

EARTHQUAKE

The greatest danger during an earthquake is from falling objects. Employees and Safety Committee members will notify supervisors of any earthquake safety related hazards in their work environment. If you are inside: DUCK, COVER, and HOLD;

- Take cover under a desk, table, or sit/stand against an inside wall (not inside a doorway).
- Hold tightly to the desk or table until the shaking stops.
- Move away from windows or and shelving units containing objects that may fall on you.

- Do not run outside during the shaking.
- After the shaking has stopped, evacuate the building and report to an assigned evacuation assembly area.
- Avoid use of the telephone. Replace telephone handsets shaken off hook.
- Do not use open flames.

If you are outside:

- Do not enter any building.
- Move clear of buildings, falling glass, utility poles, wires and large trees.
- Get on the ground, DUCK, COVER, HOLD.
- After the shaking stops, watch for falling glass, electrical wires, poles and other debris and report to the assigned assembly evacuation area so that all employees may be accounted for.

If you are driving:

- Drive away from overpasses and underpasses.
- Stop in a safe place.
- Set the parking brake.
- Stay in the vehicle

